

**ASSESSING COMMUNITY & AGENCY  
PERCEPTIONS OF THE SEEDLEY AND  
LANGWORTHY TRUST**

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Special thanks to everyone who has contributed their valuable time to offer their opinions, views & suggestions towards this evaluation.

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## INTRODUCTION

The following evaluation provides the Seedley and Langworthy Initiative (SALI), with the first major investigation into the awareness and perceived role it plays within its community. These initial findings would form part of a wider, more qualitative-based external evaluation that would focus on interviews with major stakeholders involved in the SRBV programme for the Seedley and Langworthy area of Salford.

From its origins in 1997 to its operation in 2003, the Seedley and Langworthy Initiative (SALI), has featured heavily in the regeneration of the Seedley and Langworthy area at various stages during this 6 year period. The expansion of the organisation, as reflected in the increase of full-time paid staff has, in part, warranted SALI to assess its role and service provision within the community of Seedley and Langworthy for the first time.

Identified in the Research Brief for this internal evaluation was a need to:

- Evaluate public perceptions of the Seedley and Langworthy Initiative(SALI)
- Assess the impact that SALI has made during its time in operation
- To recommend what actions, if any, need to be taken by SALI in order to ensure the local community continue to benefit from the service they provide

Included within this evaluation is also an audit of the existing services, provisions and partnerships that SALI has established since its inception. To also provide a more detailed approach, an agency-based questionnaire is also to be administered. This, it is hoped will provide a useful insight into agency and partnership perceptions towards SALI and also to explore possible further working relationships with additional organisations in the future.

The focus of this evaluation would take on very much a quantitative, statistical-based approach in the form of a structured postal questionnaire. This method was chosen to hopefully avoid misrepresentation and in-corporate all significant sections of the

community. Much **has** been and **is** "**said**" about SALI in terms of its role and service to its local community but little has been documented and translated into 'hard' facts. This evaluation will be carried out by Sail's Community Researchers and along with the external evaluation carried out by Meadowhead Projects Ltd., have its findings and recommendations documented in the form of a final report to be made available to:

- SALI Staff
- SALI Board Members
- Stakeholders and outside agencies
- Community groups
- Wider community

## METHODOLOGY

### TYPES OF QUESTIONNAIRES ADMINISTERED

A major aspect to this internal evaluation was to gauge the feelings of the community in relation to the service provided by SALI. In order to gather a more balanced 'snapshot' of the role of SALI, 2 separate questionnaires were administered; i) a community-based structured questionnaire & ii) an agency-driven semi-structured questionnaire (see Appendices, for sample copies of each).

### COMMUNITY-BASED QUESTIONNAIRE

This evaluation was administered over a 2 week period, (between 27/10/03 – 10/11/03) with questionnaires being sent out to every household in the area. This meant a total of 1,816 were sent out, with 138 completed and returned, resulting in a response rate of 7.5%. A total of 135 of these respondents were local residents of Seedley and Langworthy, representing a 98% sample of the total people questioned.

The questionnaire administered to the community asked a number of questions, (see Appendix 1 for a sample copy and full breakdown of questions). Namely,

- Have or do you visit (use) any of the community venues in Seedley and Langworthy?
- What are the reasons you visit (use) community venues?
- Are you aware of the Seedley and Langworthy Initiative (SALI)?
- Have you heard of the SALI Shop?
- How often do you visit, use or contact the SALI Shop?
- What are the main reasons you use the SALI Shop?
- How many of the SALI staff do you know?
- How well do you feel the SALI staff tell you what's happening in the community?
- How would you describe the SALI staff?

- Overall, how would you rate the quality of service the SALI shop provides?
- Have you any suggestions as to how SALI could improve the quality of its service to the community?

### Accessing the local community

This particular questionnaire was administered through a postal survey to all households in the area. To assist and attempt to encourage a good response, residents were given a number of options in terms of how they could return completed questionnaires.

Residents were given a number of local sites where completed questionnaires could be handed in. Residents could return them to:

- The SALI Shop
- Langworthy Cornerstone
- Post Office (Langworthy Rd.)
- Newsagents (formerly "Sue & Ken's News", Langworthy Rd.)
- Chip-shop (Langworthy Rd.)

### Demographic details

Included within this questionnaire under "further details" was information relating to respondents gender and age. These results will be discussed in more detail during the findings, discussion and recommendations sections of this evaluation.

#### Gender

Of the 138 people consulted, 56 (42%) were male and 78 (58%) were female, with 4 respondents not completing the further details section of the questionnaire. The age of the people questioned is shown below:

<b>Age</b>		
4-11	0/134	0%
12-24	5/134	4%
25-44	26/134	19%
45-64	53/134	40%
65+	50/134	37%

## AGENCY-DRIVEN QUESTIONNAIRE

The questionnaire administered to the agencies, (see Appendix 2) asks a number of questions to organisations having varying levels of interest and interaction with SALI. A total of 14 questionnaires were completed by these agencies and they are listed below:

- Salford Council for Voluntary Service (CVS)
- Partners in Salford – Good Practice in Community Involvement
- Salford First
- City Council
- Age Concern Salford
- University of Salford – Institute for Public Health Research and Policy
- Employment Regeneration Partnership (ERP)
- Life-centre
- Federation for Community Development & Learning
- Salford Housing Advice

The questions asked were namely:

- What is your relationship with SALI?
- How often do you visit, use &/or contact the SALI Shop?
- How well do you feel SALI works with the community?
- How well do you feel SALI promotes itself to the community and outside agencies?
- How would you describe the SALI staff?
- Do you feel the SALI Shop is a valuable community resource?
- How would you rate the quality of service the SALI Shop provides?
- What ways do you feel SALI could improve the quality of its service to the community and outside agencies?

The purpose of this questionnaire was to try and capture the feelings of agencies towards the role of SALI within the community. Agencies with varying levels of engagement with SALI were deliberately chosen as it was felt this would provide more of a valuable insight into highlighting varying perceptions and attitudes towards Sail's provision and delivery.

Highlighted next is an overview of the current relationships SALI has with other agencies.

## AGENCIES INVOLVED WITH SALI

Shown below are the agencies involved with SALI, with a brief description of their relationship. These agencies agreed to complete and return the agency-driven questionnaire, (see Appendix 2). Their responses will be summarised and discussed in the Research Findings and Discussion sections of this report.

### AGE CONCERN SALFORD

Supports all people over 50 in the area of Seedley and Langworthy, ensuring that they get the most from life. They campaign on issues like age discrimination and pensions, and work to influence public opinion and government policy about older people. An advocacy worker from the organisation uses the SALI shop's premises for a weekly drop-in session.

### SALFORD FIRST

A Community Housing Venture that works in partnership with other organisations (such as SALI) to contribute to the regeneration of Seedley and Langworthy. In particular, focuses on housing issues, with a recently established community warden's scheme aiming to develop and maintain the quality of living conditions in the area.

### SALFORD COUNCIL for VOLUNTARY SERVICE (CVS)

SALI are a beneficiary of CVS services, e.g. training, general information and advice. For example, CVS can provide staff training and development for SALI staff but also for residents of the Seedley and Langworthy area.

### LIFE-CENTRE

A youth-service agency that provides facilities and opportunities for youngsters aged 13-25. Have recently worked in partnership with SALI on a major event for young people, e.g. Festival Manchester. They also use the SALI shop to advertise and promote their service and forthcoming events they involved with.

## EMPLOYMENT REGENERATION PARTNERSHIP (ERP)

Use of Sail's office space by Community Outreach Worker for community work. This includes information, advice and guidance for jobs, e.g. assisting with job placements, matches and identifying jobs that are in the area. All the support they provide comes under the SLATE Project, which stands for **S**eedley and **L**angworthy **A**ccess to **T**raining and **E**mployment.

## UNIVERSITY of SALFORD – INSTITUTE for PUBLIC HEALTH RESEARCH and POLICY

Awareness of the role of SALI through completing research in the Seedley and Langworthy area through evaluations of the Real Lives Project and Sure Start.

## PARTNERS in SALFORD – GOOD PRACTICE in COMMUNITY INVOLVEMENT PROJECT

The Good Practice Project team has met with SALI staff to identify potential areas of work where there may be links between the 2 initiatives. This has initially identified the development and support of the Consultation Network and Participatory Appraisal (PA) Network, of which SALI is looking to take a lead role on.

## FEDERATION for COMMUNITY DEVELOPMENT LEARNING

A National Training and Development Provider that worked with SALI staff on planning and running a sharing good practice conference in Salford in September 2003. SALI delivered a workshop on community-based research and as a result were asked to deliver a similar workshop at the federation's national conference on sharing good practice within community development across the UK in December 2003.

## CITY COUNCIL

Offers an independent advice service to the residents of Seedley and Langworthy on a range of issues.

## SALFORD HOUSING ADVICE

The SALI Shop is used primarily as an outreach surgery in addition to displaying information about the service provided.

## RESEARCH FINDINGS

### RESPONSE RATE

During the period of which this evaluation took place, (27/10/03 – 10/11/03), there were a total of 1,816 community-based questionnaires handed-out with 138 completed and returned by the cut-off date. This represented a response rate of 7.5%. A total of 135 of these respondents were local residents of Seedley and Langworthy, representing a 98% sample of the total people questioned. With regards to the agency-based questionnaire, a total of 14 questionnaires were completed and returned via e-mail and traditional methods, e.g... Hand-written.

### COMMUNITY-BASED QUESTIONNAIRE

#### Community venues & their usage: reasons & preferences

A series of questions were asked to try and ascertain the level of usage and reasons for involvement with community venues. Highlighted below are responses to the following questions:

#### **Have or do you visit (use) any of the following community venues in Seedley & Langworthy?**

SALI Shop	33%
Langworthy Cornerstone	26%
Local Churches	13%
Life centre	4%
British Legion	18%
Others	6%

#### **What are the reasons you visit community venues?**

Hobbies/Interests/Social (meet/visit friends)	20%
Attend Meetings	20%
Advice, Guidance & Support	21%
Work/Volunteer	5%
Medical	7%

Information/Resources	22%
Others	5%

**What are your 3 most preferred/used/visited community venues?**

SALI Shop	1 <sup>st</sup> choice	22%
	2 <sup>nd</sup> choice	8%
	3 <sup>rd</sup> choice	5%
	Total=	35%
Langworthy Cornerstone	1 <sup>st</sup> choice	9%
	2 <sup>nd</sup> choice	13%
	3 <sup>rd</sup> choice	8%
	Total=	30%
Churches	1 <sup>st</sup> choice	6%
	2 <sup>nd</sup> choice	3%
	3 <sup>rd</sup> choice	3%
	Total=	12%
Life centre	1 <sup>st</sup> choice	0%
	2 <sup>nd</sup> choice	1%
	3 <sup>rd</sup> choice	1%
	Total=	2%
British Legion	1 <sup>st</sup> choice	7%
	2 <sup>nd</sup> choice	9%
	3 <sup>rd</sup> choice	4%
	Total=	20%
Others	1 <sup>st</sup> choice	0%
	2 <sup>nd</sup> choice	0%
	3 <sup>rd</sup> choice	1%
	Total=	1%

## Community awareness, perceptions & attitudes towards SALI

The remainder of the community-based questionnaire focused specifically on the role of SALI within Seedley and Langworthy. The responses from these questions are shown overleaf:

### **Are you aware of the Seedley and Langworthy Initiative (SALI)?**

Yes	93%
No	7%

### **Have you heard of the SALI Shop?**

Yes	96%
No	4%

### **How often do you visit, use or contact the SALI Shop?**

Frequently	16%
Sometimes	66%
Never	18%

*Note- 3 respondents didn't answer this particular question*

### **What are the main reasons you use the SALI Shop?**

Advice, Guidance & Support	35%
Information/Resources	42%
Attend Meetings	19%
Hobbies/Interests	2%
Work/Volunteer	2%
Other(s)	0%

### **How many of the SALI staff do you know?**

All	20%
Some	51%
None	29%

Note- 24 respondents didn't answer this question because their earlier response of not knowing the SALL shop meant they were instructed to finish the questionnaire on that question  
A further 4 respondents chose not to answer the question for reasons unknown

**How well do you feel the SALL staff tell you what's happening in the community?**

Very Well	40%
Well	23%
Satisfactory	28%
Poor	6%
Very Poor	3%

Note- 24 respondents didn't answer this question (see previous question for explanation)

A further 3 respondents chose not to answer this question

**Overall, how would you rate the quality of service the SALL shop provides?**

Excellent	42%
Good	29%
Satisfactory	23%
Poor	5%
Very Poor	1%

24 respondents (same as above)

1 respondent chose not to answer this question

**Further responses to the role of SALL**

In addition to the responses of the specific questions outlined above, residents were asked:

**Have you any suggestions as to how SALL could improve the quality of its service to the community?**

“None, as all our needs are met by extremely helpful, polite, friendly, supportive and well informed staff”.

“Everything is great as are the staff who are very helpful and pleasant”.

“Carry on listening, giving help to those who ask. Be there for us!!!!!!!!!!!!”

“The SALLI Shop sends enough correspondence out to Seedley & Langworthy to let you know what’s going on and where, so if you want to go or join in anything you can. It’s your own choice. I think they all work hard trying to make things better”.

“Keep up the good work”.

#### SUGGESTIONS FOR IMPROVEMENT

“More information on what is going on in Seedley and Langworthy”.

“Arrange things for teenagers, (11-16 etc.....) and give more information on what there is for them to get them off the streets”.

“Do more to ask what we want for the area and how we can help”.

“I would like to see more information on current changes in Seedley and Langworthy, (e.g. times of building changes, demolition dates, re-building areas). Also, to be kept informed of any other changes like in the parks, (e.g. Buille Hill & Chimney Pot Park)”.

“Have found that when leaflets giving information are pushed through my door the dates have either gone, or the notice is very short. It means I can’t attend / take action. I know this is difficult but would appreciate it if it could be looked into”.

“The staff in the SALI Shop can only give out information of which they are fed from the appropriate people. So the more information you get the more information you can give out”.

“I personally think SALI could improve only on the services to the younger generation, (e.g. a youth club or something similar)”.

“I’m not always sure exactly what SALI does, although I’m sure that it’s not always easy to state everything but maybe a brief overview of all different initiatives which SALI is involved in would be useful”.

“Open at dinner time. Need private space to discuss your business – sometimes have to wait to get seen to”.

“Hours of opening do not accommodate the ‘average’, full-time worker, (e.g. Monday – Friday, 9-5 plus travel)”.

“To ensure all members of the community are informed about everything that is going on”.

*A more detailed analysis of the responses and further suggestions from the community-based questionnaires will be explored in the discussion section of this report.*

## AGENCY-DRIVEN QUESTIONNAIRE

Due to the small sample-size of this questionnaire, it was decided that a focus on the more qualitative responses to the final question, (see Appendix 2) would be highlighted and then discussed. When asked the question:

*What ways do you feel SALI could improve the quality of its service to the community & outside agencies?*

Responses included:

“More of the same - perhaps not all the community are totally aware of all the SALI services and get confused between SALI/SRB/Cornerstone, so more publicity?”.

"I think that the most important thing about SALI is that it comes across as being for the local community, not about wider organisational interests".

"Larger premises would be a help to enable more community groups to use the facilities. Also, this would encourage outside agencies to use the premises".

"Possibly a short leaflet to explain what SALI is, does and how it works with contact details. I understand this may have resource implications and the newsletter may already provide this but I have not seen one".

"Continually updating knowledge/training, continuing and increasing face to face work, seeking the views of both".

"Better facilities – for space, private interview space, display/general information space".

"Better premises?"

"Informing people about agencies that are free to the area".

"More promotion such as a door to door newsletter drop".

"I think SALI needs to consider a social audit within the community to ensure it is reaching as many people as possible, that the community engages/embraces SALI and that SALI can meet/deliver agreed community priorities.

With partners including Salford First – we need to have an open and honest dialogue to ensure we work well together and meet shared and community goals".

"This is difficult to answer as I have only limited knowledge of Sail's work. However the experience I do have leads me

to suggest that SALI has a lot to share – that outside agencies in particular can learn from in terms of consultation and community involvement. How to do this? More participation in events where the practice can be shared. Publicising the results of the practice to outside agencies – particularly those that carry out so called community consultations but which in reality are paper exercises”.

The findings from both the community-based and agency-driven questionnaires will now be examined in more detail within the discussion section of this report.

## DISCUSSION

The message that appears to be quite clear and consistent throughout this evaluation is that SALI is both recognised and valued by the local community and agencies within Seedley and Langworthy, Salford and nationally.

In response to the community-based questionnaire, with reference to community venues and their usage, the SALI shop ranked highest amongst residents as the most visited / used (33%) and preferred (22%) community venue in Seedley and Langworthy. The SALI shop also scored highest overall with residents who ranked it in their top 3 most preferred community venues (35%). This was followed closely by the Langworthy Cornerstone (30%) and the British Legion (20%). The main reasons for visiting the shop were for Information/Resources (42%) and Advice, Guidance and Support (35%). These results possibly reinforce the view that SALI is the first, “**port of call**” residents perceive as being important to access information and receive advice and support. The more informal and relaxed setting of the shop may also contribute towards encouraging people to visit or contact the shop more frequently than other community venues in the area.

In relation towards assessing community awareness, perceptions and attitudes towards SALI, a number of positive messages appeared to be revealed. 93% were aware of the Seedley and Langworthy Initiative (SALI) and 96% of respondents have heard of the SALI shop. This relatively high level of community awareness of SALI within Seedley and Langworthy would appear to indicate the potential it has to impact positively on the community. This issue of community awareness is particularly significant when you consider that SALI has a fairly modest marketing and publicity strategy.

On the question of knowing SALI staff members, only 20% knew all staff with the majority knowing some 51% and 29% not knowing any. At first glance this may seem like cause for concern that nearly a third of respondents don't know any staff members from a community-based organisation that currently has only 6 full-time members of staff, however, there may be a number of reasons for this. Firstly, 3 of the current staff have only recently been appointed. This is important to consider as much of community development work is about building up trust and respect over a period of time. Also, the majority 66% visit or use the shop “sometimes”. This could mean meeting different staff on each occasion or using different methods of contact or enquiry, e.g. telephone or e-mail. Finally, the interpretation of “knowing” staff could also have been viewed differently by respondents. Some residents may

recognise staff but not know them by their full name and job-title. This has to be taken into account when analysing findings from this question as it wasn't clearly defined as to what was meant by "knowing" staff members. It does, however, still raise some important issues that could possibly be considered alongside the marketing and publicity strategy of the organisation.

On the issue of communication, SALI again appeared to be perceived as providing an effective service to the community with 91% of respondents feeling SALI staff tell the community either; satisfactory 28%, well 23% or very well 40% what's happening in the community. This is further highlighted by 94% of respondents rating the quality of service the SALI shop provides as being either; satisfactory 23%, good 29% or excellent 42%. The overriding response being a largely positive reaction and attitude towards the quality of service delivery that the SALI shop provides. It should be noted however, that the overall sample size of respondents was relatively small, (138 completed and returned community-based questionnaires, representing a response rate of 7.5%). Although this is quite common for a postal-type questionnaire it needs to be considered, and the findings placed more into a context of providing "encouraging" feedback rather than "conclusive" evidence of Sail's role in community engagement and participation.

The suggestions for improvement on Sail's service provision and delivery from the final question on the community-based and agency-driven questionnaires provide interesting reading as they seem to highlight some common themes that could possibly be restricting Sail's role in fully engaging the community. Those being:

- **Information gathering & handling and methods of feedback to the community**
- **Marketing and promotion**
- **Service provision of "target" groups, (e.g. children & young people)**
- **Staff training and development**
- **Access**
- **Communication methods**

#### Information gathering & handling and methods of feedback to the community

This seemed to indicate a possible need for more information relating to current or future developments in the area, with more effective systems of feeding this back to the wider community. SALI is actively involved in a number of issue-based "task-groups", which normally take the form of traditional "formal meetings". Problems arise with respect to

the fact that representation at these meetings by community members is traditionally low and that alternative methods of feedback may need to be reviewed to enable greater involvement in community development issues. Also, SALI has been very active in establishing a reputation for community-based research as a method of forming an accurate representation of what the community needs and wants. A major issue from this however, seems to be how the findings from such research is “translated” back to the community to make it interesting and worthwhile.

## MARKETING & PROMOTION

Linking in with a possible need for SALI to develop its information and feedback methods is the issue of marketing and promotion. As mentioned earlier, SALI appears to operate largely on a “word of mouth” approach that seems symptomatic of many voluntary organisations. This may “fit” the community of Seedley and Langworthy in some instances but exclude in others. A strong marketing and promotional strategy could consolidate and build-on the high level of community awareness of SALI highlighted in this evaluation to further enhance the reputation of SALI in the community. In addition, there is a suggestion that SALI as an organisation, need to market and publicise its achievements more to partner organisations and the wider community. This marketing and publicity strategy could be developed in various forms and will be looked at further in the recommendations section of this evaluation.

## SERVICE PROVISION OF “TARGET” GROUPS

Reference was made within this evaluation to the lack of provision and engagement with children and young people in Seedley and Langworthy. Although this isn’t an issue specific to SALI as an organisation, it could possibly be discussed and evaluated by SALI in the future with possible link-up with other agencies and initiatives in the area such as the Life-centre and Sparky.

## STAFF TRAINING AND DEVELOPMENT

With the recent and predicted further expansion of SALI to come, staff training and development would appear to be an important aspect of continued successful development of the organisation. Training staff in the day to day operational practices of the shop such as handling complaints, general enquires and signposting along with role-specific type training, e.g. consultation and involvement, will develop and maintain the face to face work that is so important to voluntary organisations like SALI.

## ACCESS

Comments here were based largely around the issues of opening times and the suitability of the premises for some of the work SALI facilitates and is directly involved in. Limitations with regards to space at the current premises and in particular confidential space for meetings or issues of a sensitive nature were highlighted as being issues of particular importance and concern. In response to the issues of suitability of premises and confidentiality, this may in some way be dealt with when SALI moves to new premises in August/September 2004. With regards to the issue of opening times then again a possible review could be suggested. In addition to the shop being open from Monday-Friday it is also open every Saturday morning. This is a difficult issue to fully satisfy everyone because of the additional commitments of the staff there who have to attend meetings, seminars & events and staff development & training courses within and sometimes outside their normal working hours.

## COMMUNICATION METHODS

Finally, there was also an indication from some comments that the levels, styles and quality of communication needs to be prioritised in order for SALI to meet its aims and objectives. Reference to an open and honest "dialogue" between partner organisations is suggested but this also surely needs to extend out to the wider community as well. It would seem however, from the findings of the community-based questionnaire that respondents feel SALI communicates effectively with its community but there is still possibly a need for agencies as a whole in the area to review further their methods of consultation, involvement and participation for future development.

## RECOMMENDATIONS

1. Develop methods of feedback to inform community of current and future developments in the area. Display more qualitative feedback in the shop about what the community have or do say about the service SALI provides.
2. Be pro-active in marketing and promoting the organisation through a variety of methods, internet, media etc.....Development of a web-site could form the basis of this and act as a vehicle for highlighting achievements, "Britain in Bloom" and raising greater awareness of staff members and their roles within the organisation.
3. Research and development into how SALI could form greater links with opportunities for children and young people. Explore alternative methods of how to engage with them and possibly utilise this through community-based research, in particular Participatory Appraisal.
4. Develop internal and external skills development and training for staff and volunteers. Ensure basic competencies such as handling complaints, general enquires, signposting are covered.
5. Through future development and implementation of the above, more effective communication both internally (within the organisation) and externally (to the community and "partner" organisations) will hopefully be achieved.

## APPENDICES

## APPENDIX 1

### COMMUNITY-BASED QUESTIONNAIRE

1) Are you a resident of Seedley & Langworthy?

(please tick appropriate box)

Yes  No   
(If yes, go to question 3) (If no, go to question 2)

2) What is the main reason you visit Seedley & Langworthy?

(Please tick appropriate box)

Work   
Visit family / friends   
Shopping   
Other (please state).....

3) Have or do you visit (use) any of the following community venues in Seedley and Langworthy?

(Please tick all which apply)

SALI Shop   
Langworthy Cornerstone   
Local Church(s)   
Life centre   
British Legion   
Others(s) (please state)....

4) What are the reasons you visit community venues?

(Please tick all which apply)

Hobbies/Interests/Social (meet/visit friends)   
Attend Meetings   
Advice, Guidance and Support   
Work/Volunteer   
Medical   
Information/Resources

**Other(s) (please state).....**

**5) Please indicate, in rank order, your 3 most preferred/used/visited community venues:-**

**(Use 1 to highlight your first choice, 2 second and 3 third)**

- SALI Shop**
- Langworthy Cornerstone**
- Church(s)**
- Life centre**
- British Legion**
- Other(s) (please state).....**

**6) Are you aware of the Seedley and Langworthy Initiative (SALI)?**

**(Please tick appropriate box)**

**Yes**  **No**

**7) Have you heard of the SALI Shop?**

**(Please tick appropriate box)**

**Yes**  **No**

**8) How often do you visit/use/contact the SALI Shop?**

**(Please tick appropriate box)**

- Frequently**
- Sometimes**
- Never**

**(Please go to “further details” at end of questionnaire)**

**9) What are the main reasons you use the SALI Shop?**

**(Please tick all which apply)**

**Advice, Guidance and Support**

- Information/Resources**
- Attend Meetings**
- Hobbies/Interests (art classes etc....)**
- Work/Volunteer**
- Other(s) (please state).....**

**10) How many of the SALI staff do you know?**

**(Please tick appropriate box)**

**All**  **Some**  **None**

**11) How well do you feel the SALI staff tell you what's happening in the community?**

**(Please tick appropriate box)**

**VW**  **W**  **S**  **P**  **VP**

**Where:**

- VW** denotes Very Well
- W** denotes Well
- S** denotes Satisfactory
- P** denotes Poor
- VP** denotes Very Poor

**12) How would you describe the SALI staff?**

- Friendly**  **Unfriendly**
- Supportive**  **Unsupportive**
- Knowledgeable**  **Uninformed**
- Informative**  **Uninformative**

**13) Overall, how would you rate the quality of service the SALI shop provides?**

**(Please tick appropriate box)**

- Excellent**
- Good**
- Satisfactory**
- Poor**
- Very Poor**

**14) Have you any suggestions as to how SALI could improve the quality of its service to the community? (Please write any comments below)**

**FURTHER DETAILS**

**GENDER**

**MALE**

**FEMALE**

**AGE**

**4 – 11**

**12 – 24**

**25 – 44**

**45 – 64**

**65 +**

**THANK – YOU**

**APPENDIX 2**

**AGENCY-DRIVEN QUESTIONNAIRE**

**ORGANISATION:** \_\_\_\_\_

**1) Briefly describe your relationship with SALI**

**2) How often do you visit, use &/or contact the SALI Shop?**

**(Please tick appropriate box)**

**Frequently**   
**Sometimes**   
**Never**

**3) How many of the SALI staff do you know?**

**All**  **Some**  **None**

**4) How well do you feel SALI works with the community?**

**(Please tick appropriate box)**

**VW**  **W**  **S**  **P**  **VP**

**Where:**

**VW** denotes Very Well  
**W** denotes Well  
**S** denotes Satisfactory  
**P** denotes Poor  
**VP** denotes Very Poor

**5) How well do you feel SALI promotes itself to the community and outside agencies?**

**(Please tick appropriate box)**

**VW**  **W**  **S**  **P**  **VP**

**Where:**

**VW** denotes Very Well  
**W** denotes Well  
**S** denotes Satisfactory  
**P** denotes Poor  
**VP** denotes Very Poor

**6) How would you describe the SALI staff?**

**(Please tick appropriate boxes)**

<b>Friendly</b> <input type="checkbox"/>	<b>Unfriendly</b> <input type="checkbox"/>
<b>Supportive</b> <input type="checkbox"/>	<b>Unsupportive</b> <input type="checkbox"/>
<b>Knowledgeable</b> <input type="checkbox"/>	<b>Uninformed</b> <input type="checkbox"/>
<b>Informative</b> <input type="checkbox"/>	<b>Uninformative</b> <input type="checkbox"/>

**7) Do you feel the SALI Shop is a valuable community resource?**

**(Please tick appropriate box)**

**Yes**  **No**

**8) How would you rate the quality of service the SALI Shop provides?**

**(Please tick appropriate box)**

<b>Excellent</b>	<input type="checkbox"/>
<b>Good</b>	<input type="checkbox"/>
<b>Satisfactory</b>	<input type="checkbox"/>
<b>Poor</b>	<input type="checkbox"/>
<b>Very Poor</b>	<input type="checkbox"/>

9) What ways do you feel SALI could improve the quality of its service to the community and outside agencies? (Please write any comments below)

**FURTHER DETAILS**

**GENDER**

**MALE**

**FEMALE**

**AGE**

**4 – 11**

**12 – 24**

**25 – 44**

**45 – 64**

**65 +**

**THANK - YOU**

